



Patients Rights & Responsibilities

Patients Rights and Responsibilities were established with the expectation that observance by the governing body, medical staff, and the employees of the Oregon Endoscopy Center L.L.C. will contribute to more effective patient care and greater satisfaction for the patient, family, physician and the facility caring for the patient. We jointly affirm and recognize the following rights and responsibilities of patients without regard to age, race, gender, national origin, religion, culture, physical handicap, personal values or belief systems:

All Patients have the right to:

- Know the rules and regulations that apply to patients care and conduct and are responsible for the following those rules and regulations.
- Receive the policy on advance directives in the facility and be given information upon request.
- Make informed decisions regarding his/her care.
- Courteous treatment and impartial access to quality medical care, and be fully informed about a treatment or procedure and the expected outcome before it is preformed.
- Exercise their rights without being subjected to discrimination or reprisal.
- Be fully informed about a treatment or procedure and the expected outcome before it is performed.
- Be fully informed of the scope of services available at the facility, provisions for after-hours, emergency care, and estimation of related fees for services rendered.
- All patients have the right to be informed of alternative treatment and to choose among all alternatives, including the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of their actions. Patients can exercise their right to voice grievances regarding treatment or care that is (or fails to be) furnished. All patients are responsible for their own actions if they refuse treatment or do not follow the doctor's recommendations.
- Be informed of any human experimentation or other research/educational projects affecting his or her care or treatment and can refuse participation in such experimentation or research without compromise to the patient's usual care.
- For consideration of personal privacy concerning their medical care and receive this care in a safe setting and be free from all forms of abuse or harassment.
- Patients are responsible for being considerate of the privacy of other patients.



- We follow state and federal laws regarding confidential treatment of their medical records.
- Change physician if other qualified physician is available.
- Be fully informed before any transfer to another facility or organization.
- Examine and receive an explanation of their bill, regardless of the source of payment. Patients have the responsibility to provide information necessary for claim processing and to be prompt in payment of their bills.
- Receive an explanation of their treatment program and to ask for further clarification if the course of treatment is not understood. Patients have the responsibility to cooperate in their treatment program and to provide accurate/complete information related to their health; reporting perceived risks in their care and reporting unexpected changes in their health.
- Be informed of the facilities grievance procedure, address a grievance, or report complaints as patient deems necessary. (see contact information below)

If you have a question or concern:

The governing body and employees of Oregon Endoscopy Center L.L.C., seek to treat our patients with fairness and concern, recognizing their needs and satisfying them to the extent possible. If you believe, at any time, our staff has not met these care statements during your stay here, please ask to speak to the Administrator of the facility or the Nursing Manager. We will make every attempt to understand your complaint/concern. We will correct the issues if it is within our control and you will receive a written response.

Administrator	Nila Bates (541)-868-9500 nbates@eugenegi.com	<u>Address:</u> 3355 Riverbend Dr Suite 510 Springfield OR 97477
Nurse Manager	Dee Tvedt (541)-868-9555 dtvedt@oregonendo.com	

Website for the Office of Medicare
Beneficiary Ombudsman:
 Visit: www.medicare.gov
 Or call 1-800-Medicare (1-800-633-4227)
 Email: www.cms.hhs.gov/center/ombudsman